

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 009275  
Grade 12**

**ADMINISTRATIVE AIDE**

**DEFINITION OF CLASS:**

This is entry level office support work involving the performance of general office support duties of a routine nature. Personal contacts are with employees in the organizational unit to which assigned, in related/support units, and with the general public for the purpose of exchanging information. An employee in this class performs public service and assistance by receiving visitors and responding to inquiries and/or directing calls concerning the functions of the office to which assigned.

An employee in this class initially performs office support tasks of a limited, routine nature while acquiring improved office skills and learning the procedures and operations of the office in which the position is located. As experience is gained, employees increase their skills in using office equipment including computers and related software, but the range of work performed is ordinarily limited to a few standard general clerical activities of a support nature. Specific instructions are received on new or unusual assignments and employees carry out recurring tasks on their own, using initiative to follow through on matters when necessary. Employees follow established office procedures, administrative guidelines, manuals and office references. Completed work is primarily in support of the immediate organizational unit in which the position is found and normally facilitates the work of others within the work unit. An employee at this level will be trained in the use and operation of applicable computer systems and applications, and other office automation equipment and/or systems required to produce correspondence, reports, and other documents. The employee determines actions to be taken or responses to be made based upon consideration of readily apparent but different situations encountered. The work product facilitates the work of others and has limited direct impact beyond the immediate office. The work environment is a normal office setting and is characterized by the demands of providing office support for an organizational unit. Work is primarily sedentary in nature with intermittent periods of standing, walking, light lifting, ongoing computer keyboard operation or use of video display terminals.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Receives visitors, answers telephones, provides information to the general public and other County employees and makes referrals as appropriate.
- Receives, sorts, and distributes incoming mail and other items for the unit.
- Compiles and organizes data from various sources for lists, summaries and reports.
- Receives and distributes/routes invoices, bills, requisitions, payment requests, applications, claims, orders, forms and bids for processing; maintains logs and staff in/out boards, and prepares receipts for items delivered to the unit.
- Produces typed or word processed documents from rough draft, verbal instructions or taped material, utilizing standard features of word processing software; proofs documents for accuracy, completeness and adherence to style and format standards.
- Responds to routine inquiries by conveying readily available information on unit operations and services; communicates with other units to obtain or pass on information; and notifies others of meetings and other matters.

- Sorts, files, and maintains materials alphabetically, numerically or by other prescribed methods.
- Receives, stores, and issues office supplies and equipment.
- Operates common office appliances including microcomputers, typewriters, FAX machines, photocopiers, calculators, telephones, Dictaphone equipment, scanners, printers, microfilm cameras and readers, binding and stapling machines, and bulk mailing machines.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, arithmetic and standard office practices and procedures.
- Ability to maintain office records and prepare reports from these records.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to operate office automation equipment such as microcomputers, scanners and printers.
- Ability to learn to use standard office software systems.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to work on multiple clerical tasks.
- Ability to exercise good judgment, courtesy and tact in dealing with the general public.
- Ability to attend meetings and perform other assignments at locations outside the office.

**MINIMUM QUALIFICATIONS:**

**Experience:** One (1) year of experience as an office support employee.

**Education:** Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**LICENSE:** If required by the position of assignment, possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** October, 1986

**Revised:** November, 1989

**Classification Study:** June, 1995 (M)

**Classification Study:** June, 2003 (M)

February, 2004

April, 2010

August, 2013

March, 2014

January, 2015